



Chapter 7

Quality Management Procedure

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1. Introduction

Quality management is a mechanism used to ensure the quality, safety and standards of work. Quality management for clearance work is essential to ensure that operations are carried out to the required standards to achieve the ultimate goal of ensuring that the land cleared and destroyed UXO is safe and provides confidence to customers or land users.

2. Scope

The operating standards in this section define the quality management guidelines for UXO clearance work carried out by Silavan UXO Survey Clearance and Ordnance Disposal Company Limited (abbreviated as SLV). The quality management specified in this section is a specification of the internal inspections carried out by the company itself.

3. The quality management of Silavan UXO Survey Clearance and Ordnance Disposal Company Limited (abbreviated SLV)

The quality management of Silavan UXO Survey Clearance and Ordnance Disposal Company Limited (abbreviated SLV) in Lao PDR is based on clearance to support general customers such as legal entities or companies that want to carry out activities in UXO-affected areas. To build customer confidence and ensure that the company's clearance work is carried out with high quality and meets the required standards, the company has developed a quality management system for its clearance work. High-quality clearance for all tasks is the most important thing in the operations of Silavan UXO Survey Clearance and Ordnance Disposal Company Limited (abbreviated name) (SLV).

4. Preventive and corrective measures

"Preventive measures" are intended to prevent potential errors from occurring. The task supervisor needs to pay attention to the various tasks during the execution of the clearance work (including preparation and survey) that may directly or indirectly cause errors to be corrected. Examples of factors that may lead to errors include:

- a. Insufficient training
- b. Incompetent or unsuited personnel
- c. Substandard maintenance and preparation of equipment
- d. Improper site preparation
- e. Failure to strictly follow the rules
- f. Working at a rate that is too fast

"Corrective measures" are measures to eliminate the cause of the non-conformity or error that occurred.

5. Principles of quality management of clearance work in the Lao PDR

Quality management for UXO clearance in the Lao PDR is carried out in two parts:

- A. Internal quality management, which is carried out within the organization itself
- B. External quality management, which is carried out by the NRA.

The company performance standards in this section will specifically address quality management for clearance work by Silavan UXO Survey Clearance and Ordnance Disposal Company Limited (abbreviated as SLV).

Elements of Quality Management (QM)

Quality management refers to the coordinated activities to direct and control the quality of UXO operations. Quality management (QM) includes quality assurance (QA) and quality control (QC).

a. The purpose of quality assurance (QA) for UXO operations is to verify that the management methods and procedures for UXO clearance are appropriate, implemented, and can achieve the specified results in a safe, efficient, and effective manner.

b. Quality control (QC) is a part of quality management (QM) that focuses on the quality of work completed. For UXO area clearance, quality control refers to the inspection of cleared land or land that is permitted for use.

When the term quality management (QM) is used in this section of the National Standard, it includes both quality assurance (QA) and quality control (QC).

If a specific term is intended to refer to quality assurance or quality control, that term is used.

5.1 Quality Assurance (QA)

The quality assurance of Silavan UXO Survey, Clearance and Ordnance Disposal Company Limited (abbreviated name) (SLV) is carried out by two parties: by the work supervisor who is directly supervised by him/her and by the company's field manager. The quality assurance of Silavan UXO Survey, Clearance and Ordnance Disposal Company Limited (abbreviated name) (SLV) is primarily based on the work supervisor, but may sometimes be inspected by the field manager as appropriate.

Note: The clearance work supervisor is a qualified employee who is assigned to be responsible for clearance work, such as a team leader or crew leader.

The quality assurance is to check whether the team is performing the clearance work in accordance with the company's operational standards. The quality assurance carried out by the company's supervisors and field managers shall pay attention to the following items:

If the supervisors detect any deficiencies or non-conformities that are beyond their ability to correct, they shall notify the company's field manager to investigate and find appropriate corrective measures.

In each inspection, the supervisors and the field managers of the company shall record in the inspection report the items inspected and the corrective measures taken to correct any deficiencies found. If any, the quality assurance inspection shall pay attention to the following issues:

- a. Site organization is in accordance with standards
- b. Clearance is carried out in accordance with operational standards
- c. Equipment maintenance and usability
- d. Adjustment and detection capability of metal detector must be adjusted to standards and used correctly
- e. Explosives ordnances are moved and stored correctly
- f. Disposal is carried out in accordance with operational standards
- g. Support for operations such as medical, communications and office support
- j. Checking site documentation for completeness
- i. Liaison and coordination with all relevant parties.

All defects detected at the site shall be discussed and reported to the person in charge, and a standard for correcting the defector with the person in charge shall be agreed upon. Details of the defector and the agreed corrective measures shall be recorded in the site file as specified in Appendix A to this section.

5.2 Quality Control (QC)

All clearance sites of Silavan UXO Survey Clearance and Ordnance Disposal Company Limited

(abbreviated SLV) must be subject to quality control as detailed below:

- a. The task supervisor inspects 10% of the cleared site area for each task. The inspection is to be carried out using the same metal detector as the deminer used, but each time before carrying out the inspection, the detector's adjustment must be set to the standard first. During this inspection, no metal larger than or equal to half a BLU 26 must be found.
- b. The company's field manager inspects 2% of each clearance site. The inspection may be carried out in conjunction with the quality assurance (QA) inspection as specified in Section 5.1 above.

6. Actions to be taken on detected deficiencies

When inspecting the quality of clearance work, if a defect is found in the work of an individual or team, the first thing to do is to check whether the metal detector used is working properly. If there is a defect caused by the detection equipment, the following steps should be taken:

- a. Remove the metal detector and inspect it carefully. If the metal detector is faulty, it should be repaired.

- b. If the error is not due to the individual using the detection equipment, retrain the operator in using the metal detector and closely monitor the operator's work until it is confident that the operator can perform the work to the required standards.
- c. The area in the two cases above must be re-inspected.

7. Post-clearance evaluation

Post-clearance assessment is another step that helps monitor the quality of the clearance. Normally, Silavan UXO Survey, Clearance and Ordnance Disposal Company Limited (abbreviated SLV) will conduct a post-clearance assessment, but if the client requests it, the company will follow the requirements of Chapter 20 of the National Standard “[Post-clearance assessment](#)”.

Annex A

Quality Assurance Inspection (QA) List

Task Detail

Province.....District.....Name of Village/Locality.....

Village Code (if any)Standard of Collection.....cm

Task Code.....Project.....

Details of Inspection

Checklist	Pass	No	Comment
Is the site set up to the standard?	☐	☐	
Has clearance been carried out in accordance with operational standards?	☐	☐	
Is equipment maintained and capable of use?	☐	☐	
Is the adjustment and the detection capability of the UXO detection equipment adjusted to standard and used correctly?	☐	☐	
Have explosives ordnances been moved and stored correctly?	☐	☐	
Has explosive ordnance disposal been carried out in accordance with operational standards?	☐	☐	
Has explosive been moved and stored correctly?	☐	☐	
Is operational support provided, such as medical, communications and office support?	☐	☐	
Is field documentation checked for completeness?	☐	☐	
Is communication and coordination with all relevant parties?	☐	☐	
<u>Overall comments:</u>			

QA Inspector's name.....Signature.....date.....

Quality Control/Daily QC

ຊື່Name:

ທີມງານ Team:

ວ ດ ປ ເລີມ Date:

ວ ດ ປ ແລ້ວ Date:

ຈຸດທີ Parcel	-ຮ່ອງທີ Lane No.	ເນື້ອ ທີ Cm ²	ຄູ່ກວດ Search Pair / Crew	ກວດດື່ນ Shallow Search			ກວດເລິກ Deep Search			ດິນ “ທາດ ແຮ່” GEO	ຄໍາເຫັນ Comments
				ລບຕ UXO	ສະເກັດ ລບຕ Frag	-ເສດ ໂລຫະ ອື່ນໆ Scrap	ລບຕ UXO	ສະເກັດ ລບຕ Frag	ເສດ ໂລຫະ ອື່ນໆ Scrap		
ລວມ Total:			10% of Area Searched								

ລາຍເຊັນຜູ້ ກວດກາ QC

QC inspector' signature